

AMENDMENTS TO THE CLAIMS

Please replace all prior versions of the claims with the following claim set, without prejudice to or disclaimer of any subject matter.

1. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a generic information model database for stored information corresponding to the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of heterogeneous network components supporting a specific service for the customer.

2. (Original) The method of claim 1, wherein the database stores information according to a generic information model.

3. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a permanent database with network component information, the permanent database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network;

accessing the permanent database for network component information corresponding to the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of heterogeneous network components supporting a specific service for the customer.

4. (Original) The method of claim 3, said populating step further comprising:

sending component access information to an element management system, the element management system retrieving network component information from at least one component in the network;

receiving the network component information from the element management system; and

storing the network component information in the permanent database.

5. (Original) The method of claim 3, further comprising: updating the permanent database based on an automatic event.

6. (Original) The method of claim 3, further comprising: updating the permanent database based on a manual event.

7. (Original) The method of claim 5, said updating step further comprising:

collecting new network component information;
storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the permanent database according to comparison rules.

8. (Original) The method of claim 6, said updating step further comprising:

collecting new network component information;
storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the database according to comparison rules.

Claims 9-15. (Canceled)

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16. (Currently Amended) A method for customer centric network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a generic information model database for stored information corresponding to the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of a customer path.

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17. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a generic information model database with network component information, the database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network;

accessing the database for network component information corresponding to the customer identification data; and providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of a customer path.